



Department of Health Services (DHS) Children's Long-Term Support (CLTS) Waivers Technical Assistance Day Summary

Updated: Wednesday, March 06, 2013



Background

The Children's Long Term Support (CLTS) Waivers conducted 5 regional technical assistance (TA) sessions throughout Wisconsin during Fall, 2012. The full-day (9:30 am to 4:30 pm) sessions were held at the following locations:

- Chippewa Falls Courthouse: Chippewa Falls, WI
- Taylor County Multipurpose Center: Taylor, WI
- Fox Valley Technical College: Appleton, WI
- American Family Insurance: Madison, WI
- Zoofari Conference Center: Milwaukee, WI

Collaboration

The CLTS staff collaborated with many partnering agencies to make these sessions successful. Partners included: DHS Mental Health, DHS Katie Beckett, DHS CLTS Functional Screen, Department of Public Instruction, Department of Workforce Development/Division of Vocational Rehabilitation, Wisconsin Physician Services, and county waiver agencies.

Topics

TA session presentations included the following topics:

- Support and Service Coordination
- Record Keeping Strategies
- Third Party Administration Claim Updates
- Foster Care Room and Board Calculations
- Treatment Intervention Advisory Committee (TIAC)
- Functional Screen Updates
- Community Integration Services
- Writing Denials, Terminations, and Appeals
- Successful Transition of CLTS Youth to Adult Services
- Data Warehouse

Feedback

Approximately 388 county waiver agency service coordinators, financial managers, and program coordinators attended the CLTS TA sessions. Of the

people attending, feedback forms were submitted by 171 individuals (response rate of 44%). Below is the attendance and feedback statistics by region.

Region	Attended	Submitted Feedback
Western	73	22
Northern	30	25
Northeastern	106	46
Southern	78	18
Southeastern	101	60

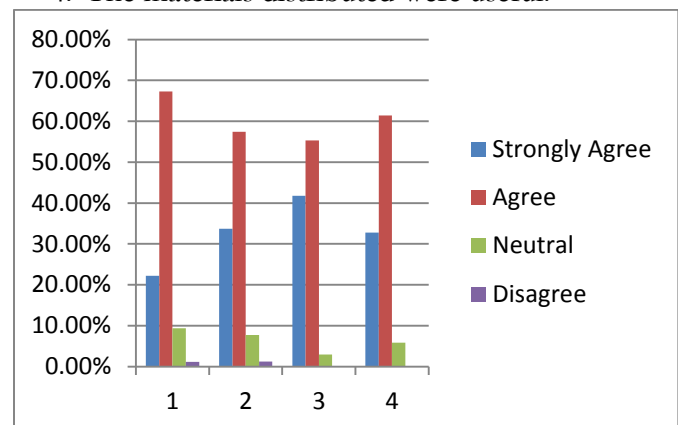
The most frequented sessions were on Record Keeping (76%), Service Coordination (75%), and Functional Screen Updates (70%). In addition to these sessions, approximately 45% of those attending went to the presentations on: Successful Transition to Adult Services, Treatment Intervention Advisory Committee, and Writing Denials, Terminations, and Appeals.

Both general and presentation specific feedback were gleaned from the survey and the results are listed below:

General Feedback:

The chart below shows the responses to the following questions:

1. The presentations met my expectations.
2. I learned new information throughout the day.
3. I will be able to apply the knowledge shared today.
4. The materials distributed were useful.



Overall, those attending rated the TA day as a success with 28% identifying it as excellent, 60% ranking it as good, and only 12% ranking it as average. Some comments provided by those attending were:

“This training went into the things that we do on a daily basis”

“This is the type of training we need”

“I would like to see this offered at least once a year if possible. Everyone I talked to found it extremely helpful”

The 388 staff attending were given the opportunity to comment what aspects of the day went well. Of the responses, 41 people provided positive comments regarding the content of the material, 24 people gave presentation specific feedback, and an additional 11 noted the information was applicable to their daily work. Some responses were:

“This is by far the best training that I have attended in my nearly 3 years of doing CLTS”

“Presentations provided good information that will be useful in my day-to-day activities”

Additionally, 33 people commented on the scheduling and organization of the day and 15 people noted the breakout sessions enabled them to attend multiple topics of interest.

Presentation Specific Feedback:

Specific feedback was gleaned for each presentation during the TA Day. The responses to the following indicators are provided on the attached appendix:

1. The presentation met my expectations.
2. I learned new information during the presentation.
3. I will be able to apply the knowledge shared today.
4. The materials distributed were useful.
5. My questions related to the presentation were answered.

Future Technical Assistance Topics:

To build upon the CLTS TA Days, those attending were asked to suggest future topics and suggest ways to improve upcoming TA days. The table below details the content area suggested and the number of people requesting these topics.

Topic	Number of Responses
SPC Codes	15
Case Noting	12
Medicaid Services and Denials	11
Functional Screen	9
Outcomes	8
Waiver Manuel	7
Data Warehouse	7
Restrictive Measures	6
TPA	6

Additional topics with 3 to 6 requests for technical assistance included: Autism Specifics, Foster Care, Incident Reporting, ISP/Outcomes, and the TIAC.

Those attending also provided feedback on how to improve upcoming TA Days. Some of the suggestions included adding additional amenities (e.g., lunch, breakfast, and beverages), scheduling changes (e.g., a shortened day and more time for discussion), and changes to the venue or location. Furthermore, presentation related and CLTS program specific comments were provided and all materials will be vital in planning the upcoming TA Days.

Respondents were also asked to comment on what data warehouse reports would be useful for their county. The program is evaluating the limited topics provided and will work towards providing those reports.

Future Technical Assistance Plans

The CLTS program plans to continue the TA Days in 2013 and the feedback provided is instrumental for improving and building upon the 2012 CLTS TA Days.

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Presentation Specific Appendix

Table 1: Responses to: “The presentation meet my expectations.”

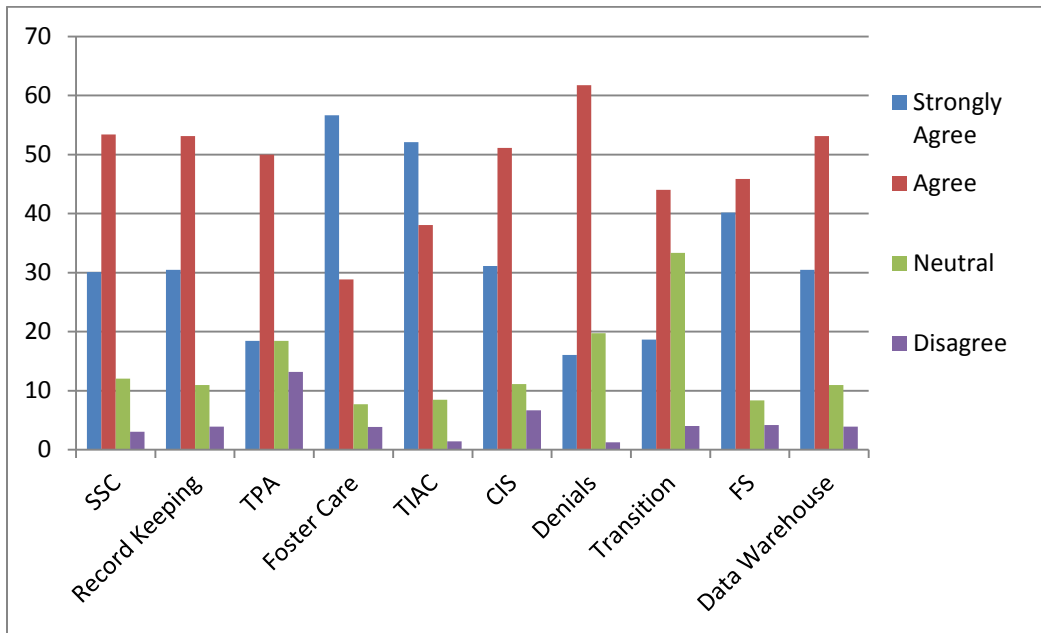
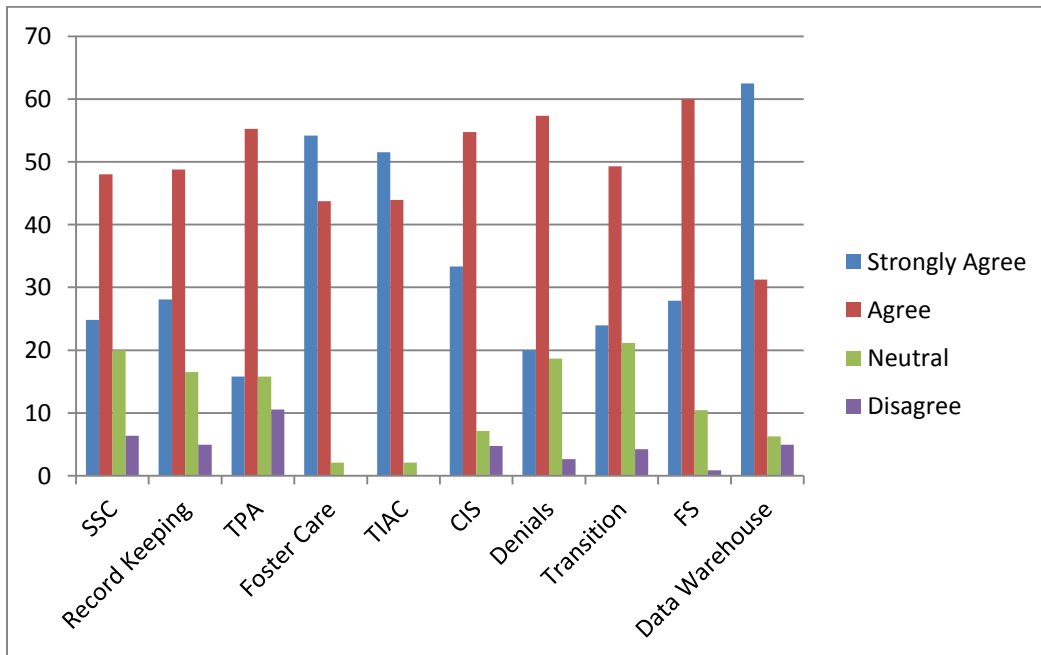


Table 2: Responses to: “I learned new information during the presentation.”



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Table 3: Responses to: "I will be able to apply the knowledge shared today."

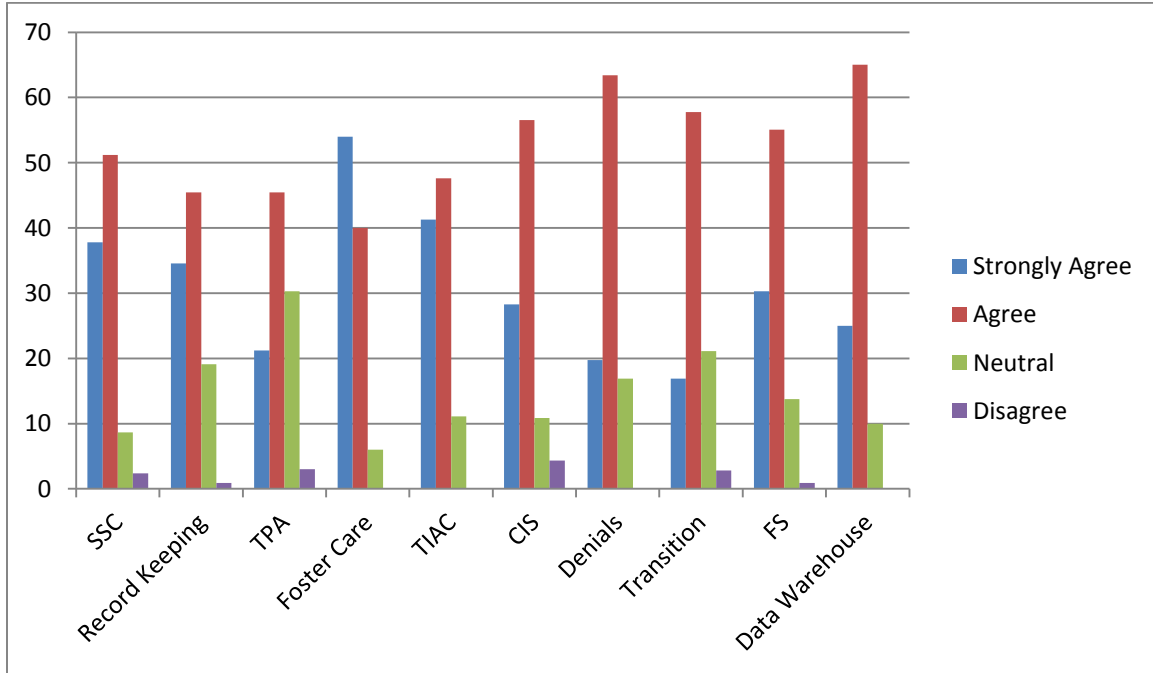
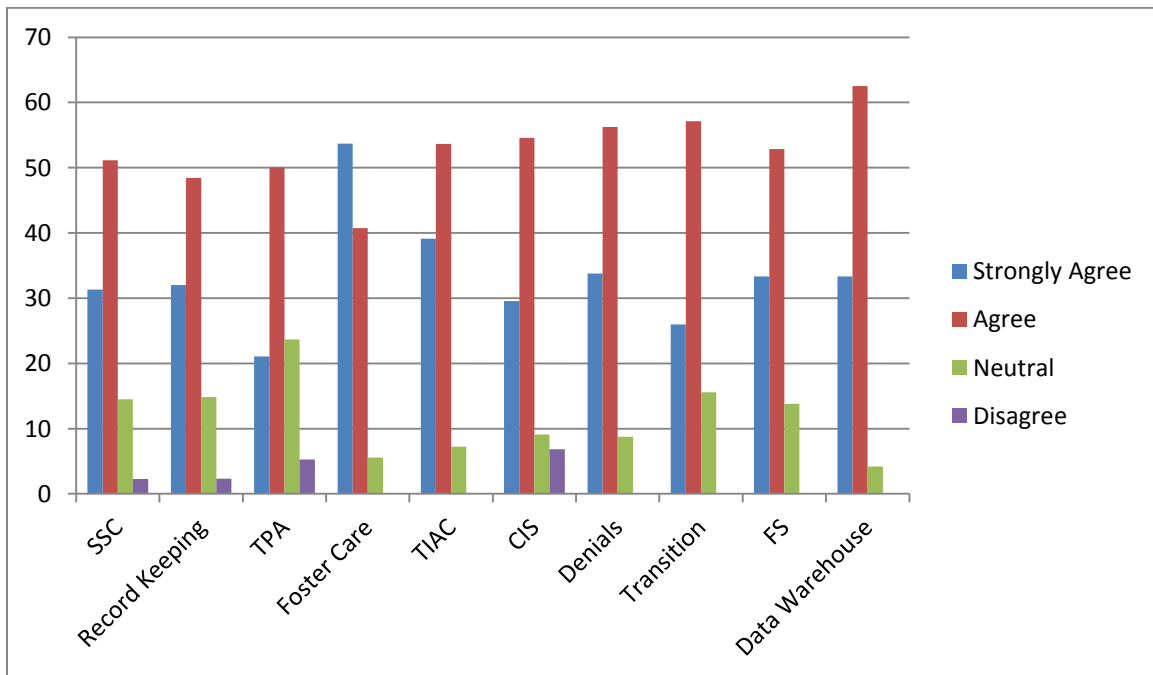


Table 4: Responses to: "The materials distributed were useful."



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Table 5: Responses to: “My questions related to the presentation were answered.”

